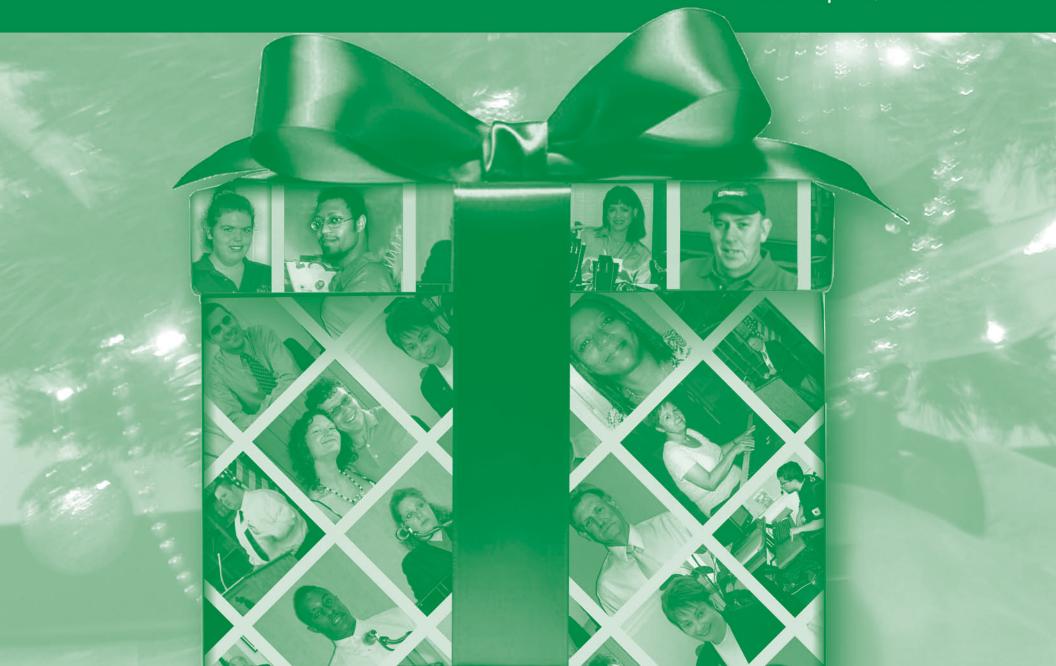


Wrapping up our accomplishments for a bright new year 2009 Annual Report/2010 Calendar



## PROMOTING ABILITIES

## Michigan Rehabilitation Services

Mission

MRS partners with individuals and employers to achieve quality employment outcomes and independence for individuals with disabilities.

Vision

MRS will be a premiere organization to promote an inclusive workforce system that provides each individual with a disability the opportunity for employment leading to independence.

**Values** Integrity, Excellence, Respect, Inclusion, Teamwork, Positive Work Environment

**Principles** Customer-Centered, Equity, Advocacy, Collaboration, Accountability, Continuous Improvement





# A Message from the Director

It is my pleasure to present this 2009 Annual Report for Michigan Rehabilitation Services (MRS), a bureau within the Michigan Department of Energy, Labor & Economic Growth.

As Michigan is undergoing an unprecedented and historic economic transformation, investing, retraining, and growing Michigan's workforce for emerging industry sectors has become one of the state's top priorities. Equally important is growing and expanding our state's vocational rehabilitation programs to meet the diverse needs of customers so they may fully participate in, and contribute to, Michigan's new economy and lead independent, fulfilling lives.

Although this has been one of the most challenging years I have experienced with VR in my 35-year tenure, full of budget, staffing, program, and public relations challenges, it has been an equally remarkable year for MRS. Most notably, we increased the number of customers served to 50,779, with 6,935 successfully closed in employment. The average length of time to successful employment outcomes was accelerated, and the average starting wage increased. MRS, along with our colleagues, exceeded our process service goals in applications (109 percent of goal); eligibility determinations (106 percent of goal); and services (102 percent of goal). We successfully consolidated our Detroit offices, which resulted in improved service delivery to transition youth in Detroit schools.

So often we hear "It takes a village to . . ." words that, upon reflection, are especially significant as they relate to the mission of MRS. It does indeed take a full community to increase the employability of citizens with disabilities. That is why our partnerships are essential to the success of MRS. Local, regional, and statewide collaborations among public and private organizations have resulted in unprecedented outreach. We deeply appreciate the vigorous support of our partners and our relationship with the Michigan Rehabilitation Council that have allowed us to maximize resources.

I also want to express my pride and appreciation for the counselors and staff of MRS. Their work, dedication, and commitment to excellence are clearly driven by our mission, vision, and values. Their individual and collective efforts have resulted in enhanced, comprehensive, and customer-centered services, producing quality employment outcomes.

We have many new and exciting initiatives underway for 2010. MRS is using American Recovery and Reinvestment Act (ARRA) funds to develop a series of projects to assist citizens with disabilities obtain and retain jobs. These include innovative placement projects through MRS district offices and community rehabilitation programs; expanded programs at the Michigan Career and Technical Institute (MCTI) into emerging occupations; and expanding MCTI training into the Detroit area with the creation of MCTI East that will create successful employment outcomes.

As we embrace a new year, it is our quest to continue to challenge old restrictive beliefs, meet higher expectations and performance standards, work strategically with our partners, facilitate ongoing communication, wisely utilize our resources, and vibrantly celebrate our achievements.

To all of our partners, counselors, and staff, you have made a big difference in the lives of so many who would have otherwise faced an uncertain future in these tough economic times. Thank you for helping MRS achieve such positive outcomes this year and for building momentum for the new decade ahead, which will ultimately benefit us all.

Sincerely,

Jaye N. Shamsiddeen, Director Michigan Rehabilitation Services



## **MRS Customers**

MRS is committed to empowering customers to make informed choices and increasing customer

satisfaction with the quality of jobs they obtain.

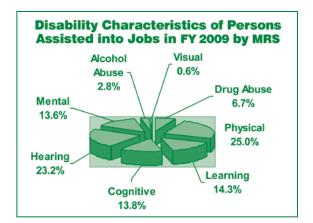
#### Title I Funding FY 2009 by the Numbers:

Number Served: 50,779 Number Rehabilitated: 6,935 Rehabilitation Rate: 38%

Average Starting Wage: \$13.33

Average Time to Placement: 16.7 months Total Annual Earnings: \$160,179,604

FY 2008 Customer Satisfaction Level: 84.2%



#### **The Alpaca Rancher**

Bonnie Moyer sought MRS assistance as her Alpaca ranching self-employment was in jeopardy due to her disability of arthritis in her knees, right ankle, both wrists and left hand. Bonnie could no longer lift the 50 pound bags of feed, climb into the back of her truck, or get on her tractor.

MRS worked with the MSU Agrability Program to help her obtain the accommodations necessary for her to continue her Alpaca farming. An experienced Farm Rehabilitation Counselor assessed and provided the accommodations that would best suit her needs. MRS Counselor Alexa Matthews worked with Bonnie to develop an Individualized Plan for Employment. As a result of the collaboration with the MSU Agrability Program and the MRS services Bonnie received, she has been able to continue as an Alpaca rancher working on a full-time basis.





January 2010

"Disability is not a 'brave struggle' or 'courage in the face of adversity' . . . disability is an art. It's an ingenious way to live." — Neil Marcus

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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					New Year's Day	
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	Martin Luther King Jr. Day					
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24 31						
			NA De PROMOTING			
			MRS PROMOTING ABILITIES Michigan Rehabilitation Services			
	T				I	T .



# The Value of Partnerships

MRS will collaborate and partner with targeted employers, agencies and organizations to maximize quality employment and independence for individuals with disabilities.

- Business and employers
- Disability organizations
- Federal, state, and local departments and organizations
- Independent living organizations
- Michigan Protection and Advocacy
- Mental health organizations
- Michigan Rehabilitation Council
- Michigan Works! Association and one stop centers
- Private, non-profit and community rehabilitation organizations
- Medical/treatment facilities
- Schools and universities
- Small Business Administration
- Substance abuse centers

MRS recognizes that it takes a community of partnerships and support systems to empower individuals with disabilities to take charge of their future.

A proud example of partnership: Greta Wu, Client Services Director, Peckham, Inc., with Rosanne Renauer, MRS Lansing District Manager.



## February 2010

## "The main ingredient of stardom is the rest of the team." — John Wooden

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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7	8	9	10	11	12	13
					Lincoln's Birthday	
14	15	16	17	18	19	20
Valentine's Day	President's Day		Ash Wednesday			
21	22	23	24	25	26	27
	Washington's Birthday					
28						
			PROMOTING ABILITIES Michigan Rehabilitation Services			

#### Debbie Hutchison L&L Products



Jerry Barnett Walmart

# **Employers say Yes!** to MRS

In FY 2009, more than 3,000 Michigan employers tapped into the resources of MRS for help with disability-related issues.

A total of 871 Michigan workers with disabilities who were in jeopardy of losing their job, received at-risk services enabling them to maintain their employment in FY 2009.

Michigan Rehabilitation Services Business Network Unit is a state-wide resource for employers and employees who need assistance with management of work-related injuries. Our purpose is to maximize productivity and minimize costs associated with disabilities that prevent people from returning to work.

Our licensed professional staff, including certified rehabilitation counselors and occupational therapists can assist the following major areas:

- 1) Return to work services, arranged and provided to facilitate early return to work for persons who have been absent due to injury or illness.
- 2) Services for employees who are at-risk of losing their jobs due to injury or illness.
- The prevention of disability through ergonomic assessment and consultation on workplace design and equipment, including education of the worker and manager to promote good body mechanics and safe work environment.
- 4) Referral of qualified pre-screened job applicants
- 5) Help with obtaining disability-related tax credits and deductions.
- 6) Information on the Americans with Disabilities Act (ADA)
- 7) Assessments of technology concerns and issues related to disabilities
- 8) Support to employers for job analysis, work risk analysis, and interpretation of functional limitations related to medical diagnoses



### March 2010

#### "It is literally true that you can succeed best and quickest by helping others to succeed." — Napoleon Hill

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Daylight Savings Time Begins (Turn clocks forward)						
			St. Patrick's Day			Spring Begins
21	22	23	24	25	26	27
28	29	30	31			
			Michigan Rehabilitation Services			
Palm Sunday		Passover*			*All Jewish holidays s	start at sundown the day before.

## **MRS: An Investment That Works**

MRS 2009 Funding Sources Total \$117,196,059



Federal Title I Funds \$84,958,843



Other Funds \$32,237,216

#### MRS 2009 Expenditures Total \$115,492,694

Customer Goods and Services	\$44,166,592
<b>Customer Vocational Counseling</b>	\$39,114,866
Michigan Career & Technical Institute	\$10,848,928
Administration-MRS	\$7,049,926
Administration-DELEG	\$1,214,270
Community Rehabilitation Organization	\$6,037,210
and Independent Living Grants	
Jobs, Education & Training (JET)	\$6,562,100
Other	\$498,802

For every \$1.00 spent in FY 2008\*on public vocational rehabilitation services, \$12.66 returns to Michigan's economy.







April 2010

## "The very essence of leadership is that you have a vision." — Theodore Hesburgh

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
					Good Friday	
4	5	6	7	8	9	10
Easter						
11	12	13	14	15	16	17
Holocaust Remembrance Da	ay			Tax Day		
18	19	20	21	22	23	24
			Administrative Professionals Day	Earth Day		
25	26	27	28	29	30	
			MRS PROMOTING ABILITIES Michigan Rehabilitation Services			
			3			



**Adriza Caesar** 

Karsten Bekemeier



**Hilary Henry** 



# MRS Counselors Make the Difference!

MRS is a progressive bureau comprised of individuals who all believe in the importance of helping individuals with disabilities achieve economic independence and a higher quality of life.

#### **MRS Counselors:**

- Are required to have a master's degree in rehabilitation counseling or related fields.
- Assist people with disabilities to prepare for, secure, retain, or regain employment in an integrated setting.
- Assist approximately 7,000 Michigan residents to find employment each year.
- Come from different backgrounds and have education and training in a variety of areas career counseling, vocational evaluation, job placement, community resources, and other areas related to employment.

#### Karsten Bekemeier, Rehabilitation Counselor, MRS Office, Jackson

Winner: 2008 Counselor of the Year Award, Michigan Counselors and Educators Association 2008 Counselor of the Year Award, National Rehabilitation Counselors and Educators Association

#### **Hilary Henry, Employment Service Agency, Oak Park**

Winner: 2009 Randy Cronenwett Memorial Award, Job Placement and Development Association

#### Al Lear, Rehabilitation Counselor, MRS Office, Ann Arbor

Winner: 2009 Westerman Award for outstanding contribution to the field of rehabilitation



May 2010

"The achievements of an organization are the results of the combined effort of each individual."
— Vince Lombardi

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						May Day
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			Cinco de Mayo			
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Mother's Day						Armed Forces Day
16	17	18	19	20	21	22
23 30	24 31	25	26	27	28	29
/ 30	/ 31					
			PROMOTING ABILITIES Michigan Rehabilitation Services			
	Memorial Day					

## MRC & MRS – A SMART PARTNERSHIP



Check us out on the web: www.mrccouncil.org

We are a consumer driven, governor-appointed, statewide organization as mandated in the federal legislation, the Rehabilitation Act of 1973, as amended. The Congress created the Council to ensure that citizens have a mechanism to utilize as they advocate and advise the agency in their respective state (which provides vocational rehabilitation services), on how effective its policies, programs, and services are in meeting the needs and desires of persons with disabilities.

## Our Job is to Review... Analyze... and Advise...



The MRC at the Hannahville Indian Community — Harris, MI

#### We also:

- Conduct quarterly business meetings around the state
- Receive public comment and conduct employment focus groups
- Create and implement a multiyear strategic plan
- · Educate the Michigan Legislature
- Partner with statewide organizations who have an employment focus for individuals with disabilities
- Participate on MRS work teams
- Champion the opinions and talents of customers of MRS



### June 2010

"Never doubt that a thoughtful group of citizens can change the world.

Indeed it's the only thing that ever has." — Margaret Mead

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	<b>14</b> Flag Day	15	16	17	18	19
<b>20</b> Father's Day	21 Summer Begins	22	23	24	25	26
27	28	29	30  WRS PROMOTING ABILITIES Michigan Rehabilitation Services			

## Michigan Career and Technical Institute (MCTI)





MCTI is One of Michigan's Educational Gems

- Located in southwestern Barry County, 20 miles northeast of Kalamazoo
- State-operated, residential postsecondary school
- Offering various career training programs
- Provides a full spectrum of support services for people with disabilities

Key Result Areas	2008-2009 Outcomes
Enrollment in Trade Areas	522
Retention Rate in Trade	97%
Graduates	307
Found Employment	73%

#### **MCTI Training Programs**

- Automotive Technology
- Cabinetmaking/Millwork
- Certified Nursing Assistant
- Culinary Arts
- **Customer Service**
- Custodial
- Electronics Servicing Technology
- Graphics Communications
- Grounds Maintenance/ Landscaping
- Machine Technology
- Office Automation
- Retail Marketing

#### **New Programming for 2010**

- Building Maintenance/Weatherization
- Pharmacy Tech/Aide



#### **The Difference Training Makes**

Single mom Lakata and her son Daveon lived at the Pine Lake Family Center while attending MCTI. She participated in the Reading Clinic and Step-up programs before completing the Certified Nursing Assistant training in May 2009. After graduating MCTI, Lakata began work at a nursing home in her local community. Her mom Rosie was so appreciative at the graduation ceremony, saying "MCTI is wonderful, you really helped Lakata grow up and become responsible." Lakata reports liking her job and the employer says she is a good employee with excellent attendance.





July 2010

#### "If you can imagine it, you can achieve it. If you can dream it, you can become it." — William Arthur Ward

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Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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4	5	6	7	8	9	10
dependence Day						
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
			MRS PROMOTING ABILITIES Michigan Rehabilitation Services			

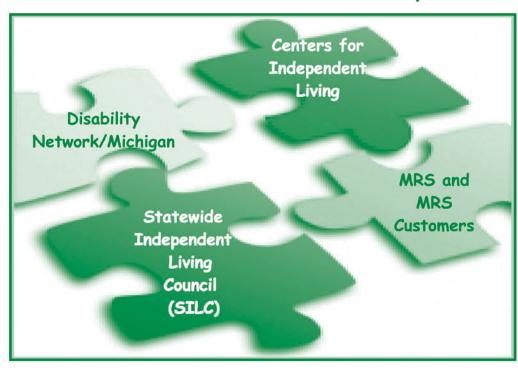
# Achieving Independence Through Independent Living (IL) Partnerships

A collaborative model of service delivery to achieve consumer goals

MRS promotes quality employment outcomes and independence by building a strong relationship with independent living communities.



The Pieces of Our Partnership



Achieving and maintaining employment is often dependent on meeting independent living needs.

IL Supports and Services
Provided by 14 IL Centers Across the State

- Advocacy
- Transportation
- Benefits Consultation
- Peer Mentoring
- Housing
- Soft Skills Training

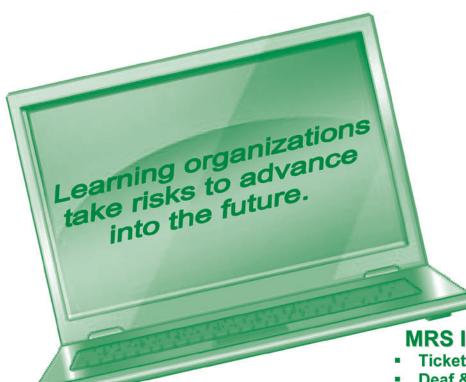
### August 2010

## "The doors we open and close each day decide the lives we live." — Flora Whittmore

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13	14
			First of Ramadan			
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				
			MICHIGAN Rehabilitation Services			

## **Continuous Improvement Through Innovation**

For improved program efficiency and effectiveness



Ideas
generated
today produce
solutions for
tomorrow.

Hands Free Computer

See Now

Control

**MRS Innovation Programs** 

- Ticket to Work & Social Security
- Deaf & Hard of Hearing
- Software Application
- Transition
  - Adjudicated Youth
  - o Autism
- Mental Illness
- Developmental Disabilities
- Michigan Transition—21<sup>st</sup> Century
- Adult Learning & Literacy
- Diverse Populations
- Jobs, Education & Training (JET)
- Assistive Technology

Motto: The best way to predict the future is to create it . . . Together We can!

Vision: To promote excellence, creativity, collaboration, and continuous improvement of strategies, programs and services to achieve the MRS Mission.



## September 2010

## "Some men see things as they are and say 'Why?' I dream of things that never were and say 'Why Not?"" — George Bernard Shaw

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
		_				
5	6	7	8	9	10	11
	Labor Day			Rosh Hashanah*		Patriot Day
12	13	14	15	16	17	18
Grandparents Day						Yom Kippur*
19	20	21	22	23	24	25
				Autumn Begins		
26	27	28	29	30		
			Michigan Rehabilitation Services			
					*All Jewish holidays start at s	sundown the day before.



# **Investing in Abilities**

Traditionally, the governor proclaims October as Investing in Abilities Month in Michigan to:

- encourage employers to hire qualified individuals with disabilities, focusing on their abilities
- increase public awareness of the contributions and skills of Michigan workers with disabilities
- celebrate the partnership between employers and Michigan Rehabilitation Services.

#### **Return on Investment — Impacting Michigan's Economy**

- 6,935 customers were successfully closed in employment (FY 2009)
- For every \$1.00 spent on public vocational rehabilitation services, \$12.66 returns to Michigan's economy. (FY 2008)\*
- Annual income increased by: \$84,500,000 (FY 2008)\*
- Increase in taxes paid: \$25,000,000 (FY 2008)\*
- Total cost of MRS services: \$26,700,000 (FY 2008)\*

## The Job Show Features Michigan Rehabilitation Services and Michigan Commission for the Blind

MRS Director Jaye Shamsiddeen and Michigan Commission for the Blind State Director Pat Cannon discussed the benefits to employers of hiring individuals with disabilities on The Job Show, a monthly cable show produced by the Michigan Department of Energy, Labor & Economic Growth (DELEG). Employers from Battle Creek and Grand Rapids discussed their positive experiences of hiring individuals with disabilities with assistance from MRS and MCB. The show won a coveted Telly Award.

\* Note: 2008 is the latest available data.





## October 2010

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	"I call on all Amer to our workplac with d every person	1	2			
3	4	5	6	7	8	9
10	11 Columbus Day	12	13	14	15	Bosses Day/ Sweetest Day
17	18	19	20	21	22	23
24 31 United Nations Day [24] Halloween [31]	25	26	27  WRS PROMOTING ABILITIES Michigan Rehabilitation Services	28	29	30



# **American Recovery and Reinvestment Act (ARRA)**

#### The ARRA goals for Michigan Rehabilitation Services (MRS) include:

- creating and saving jobs in the near-term
- making innovative investments in Michigan's long-term economic growth
- creating strategic alliances with public and private organizations
- fostering unprecedented levels of accountability and transparency in spending



- MRS, in partnership with the Hannahville Indian Community, was awarded an ARRA grant designed to assist individuals with disabilities to obtain and maintain employment.
- Carol Bergquist, Ph.D., director at Hannahville learned at a recent national conference that this Workforce Development Project is the first ARRA grant award in the USA where a public vocational rehabilitation agency is working directly with a Native American Tribal Reservation.
- MRS and the Hannahville Indian Community will collaborate with 10 Upper Peninsula partnering agencies to develop innovative approaches that empower both individuals with disabilities and area employers as they cooperatively invest in this 21st century workforce effort.
- This unique collaboration models win-win partnerships that not only enhances immediate employment opportunities for individuals with disabilities, but also fosters long-term economic growth for business.



### November 2010

## "The important thing is this: To be able at any moment to sacrifice what we are for what we could become." — Charles Dubois

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
		Floring Day				
7	8	Election Day	10	11	12	13
Daylight Saving Time Ends				Veteran's Day		
14	15	16	17	18	19	20
21	22	23	24	25	26	27
				Thanksgiving		
28	29	30				
			Michigan Rehabilitation Services			

## **Small Business is Big Business at MRS**



Pictured above from left to right is an 8"x8" tile of Dolomite, a 4"x4" tile of Black Dolomite and a white rock of Crystallized Dolomite.



## MRS assists entrepreneurs with disabilities who meet MRS eligibility requirements into self-employment to include:

- Micro-enterprise a proprietorship that usually consists of only the owner, has difficulty securing loans from traditional lending sources, and generally requires a modest initial investment of funds.
- Small business independently owned and operated and not dominant in its field
- **Telecommuting** commuting via electronic transmission from a geographically disperse location where an individual can work at home on a computer and transmit data and documents via telephone lines and is not employed by any other entity

#### Clinton Stone's House of Stone & Tile - Marquette, MI

Clinton Stone is an accomplished stone worker and mason who sustained knee and back injuries in an accident. Clinton worked with Michigan Rehabilitation Services (MRS) along with consultants from the Michigan Small Business and Technology Center to identify services needed to assist him with starting his own business cutting local Dolomite into custom tiles. Marquette County is home to this unique stone, and Clinton felt this beautiful product would be in demand both locally and in greater markets. MRS was able to assist Clinton with his business plan and also the purchase of cutting equipment and a hoist which were essential to his operation. He is currently in the process of producing product and will begin selling to customers and taking orders in the very near future.

Small Business Enterprise applicants – 58
Successful Rehabilitation/Small Business Enterprise employment – 42



### December 2010

## "We all have ability. The difference is how we use it." — Stevie Wonder

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
					Hanukkah*	
5	6	7	8	9	10	11
		Pearl Harbor Remembrance Day/ First of Muharram				
12	13	14	15	16	17	18
19	20	21	22	23	24	25
		Winter begins				Christmas
26	27	28	29	30	31	
			MRSPROMOTING			
Kwanzaa begins	*All Jewish holidays start at	sundown the day before	Michigan Rehabilitation Services		Nov. Vent. 5	
rwanzaa begins	7.11 vomon nondayo start at	our day bolore.			New Year's Eve	





## **Just the Facts**

Michigan is home to approximately 1.9 million people with disabilities.

The vocational rehabilitation program, which exists in all 50 states, was created by federal legislation in 1920. Michigan Rehabilitation Services (MRS) currently operates under the federal Rehabilitation Act of 1973, as amended and Title IV of the Workforce Improvement Act.

MRS employs 265 master-degreed rehabilitation counselors who work one-on-one with Michiganians with disabilities who want to go to work.

MRS provides employment services to people with disabilities in all 83 Michigan counties.

MRS assists individuals with disabilities in preparing for, and finding, competitive employment, as well as exploring the possibilities of self-employment or owning a small business.

MRS assists employers find and retain qualified workers.

MRS operates Michigan Career and Technical Institute (MCTI), a postsecondary, residential vocational trade training program in Plainwell housing more than 350 students. The program provides intense literacy and math instruction, 11 vocational trade training programs, and placement to people with disabilities.

To find the MRS office serving your area, call toll-free 1-800-605-6722 (voice) or 1-888-605-6722 (TTY). Or, on the Web at: <a href="https://www.michigan.gov/mrs">www.michigan.gov/mrs</a>

#### **MRS Executive Team**

(Top, L-R) Margie Hadsell, Jaye Shamsiddeen, Lori Shader-Patterson, (Bottom, L-R) Dennis Hart, Lou Adams, James Bunton







Sunday	2010 Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
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<sup>13</sup> / <sub>10</sub>	21/21	25	26	27	26	29

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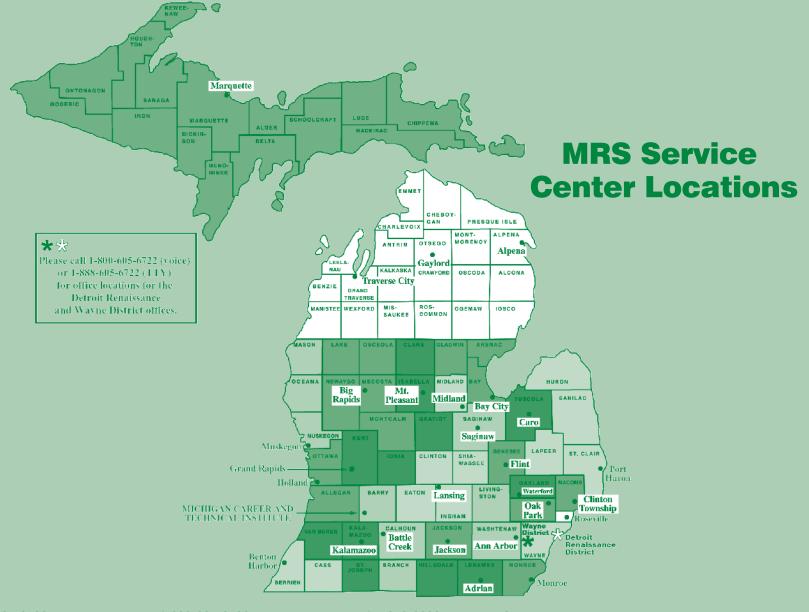
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14/ <sub>20</sub>	26	26	27	28	29	30

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28	29	30				
			24	25	26	27









1-800-605-6722 (toll free, voice) ■ 1-888-605-6722 (toll free, TTY) ■ (517) 373-3390 (local) ■ On the Web at: www.michigan.gov/mrs



#### **Michigan Rehabilitation Services (MRS)**

201 N. Washington Square, 4th Floor P.O. Box 30010, Lansing, Michigan 48909 Printed compliments of the Michigan Rehabilitation Council



